DOCUMENT RESUME

ED 384 364 IR 055 545

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TITLE	The Library Manager's Deskbook: 102 Expert Solutions to 101 Common Dilemmas.
INSTITUTION	American Library Association, Chicago, Ill.
REPORT NO	ISBN-0-8389-0655-9
PUB DATE	95
NOTE	212p.
AVAILABLE FROM	Book Order Fulfillment, American Library Association, 155 North Wacker Drive, Chicago, IL 60606-1719 (ALA Members: $27; Others: $30).
PUB TYPE	Books (010) -- Guides - Non-Classroom Use (055)
EDRS PRICE	Document Not Available from EDRS.
DESCRIPTORS	Communication (Thought Transfer); Cultural Pluralism; Legal Responsibility; *Library Administration; *Library Personnel; Library Policy; Occupational Safety and Health; *Problems; *Total Quality Management
IDENTIFIERS	Support Personnel

ABSTRACT

This is a handbook of advice for handling the everyday problems encountered in all types and sizes of libraries. It is designed to assist managers before, during, and after crises develop. Organized in an question-and-answer format, it tackles many dilemmas that can occur in the library, then offers solutions drawn from actual experience. The legal and ethical implications that affect management decisions are also outlined. A special section on Total Quality Management (TQM) describes how this management concept can be used to prevent problems in the library. Topics include: communication; career management; workplace security; job descriptions; hiring decisions; employee manuals; unionization; sexual harassment; liability; performance evaluations; multiculturalism; support staff supervision; work scheduling; use and abuse of power; and staff personality conflicts. Examples are provided from a variety of library sizes and types to illustrate coping techniques. A "Management Maxims" section concludes the guide and offers a quick summary of some of the management tips included in the book. (Author/MAS)

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